

FIGURE 1

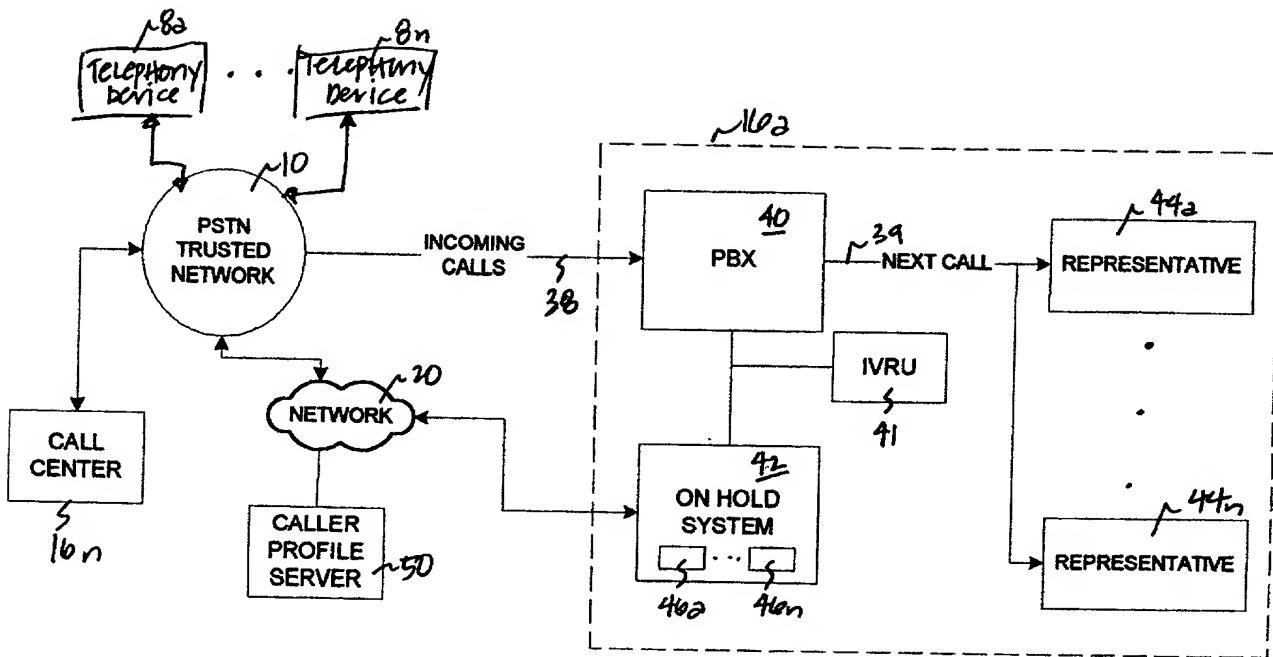


FIGURE 2

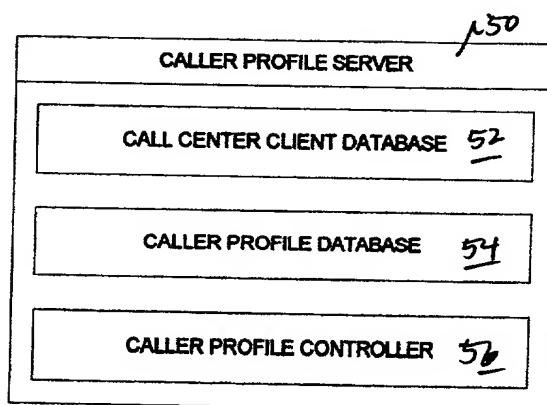


FIGURE 3

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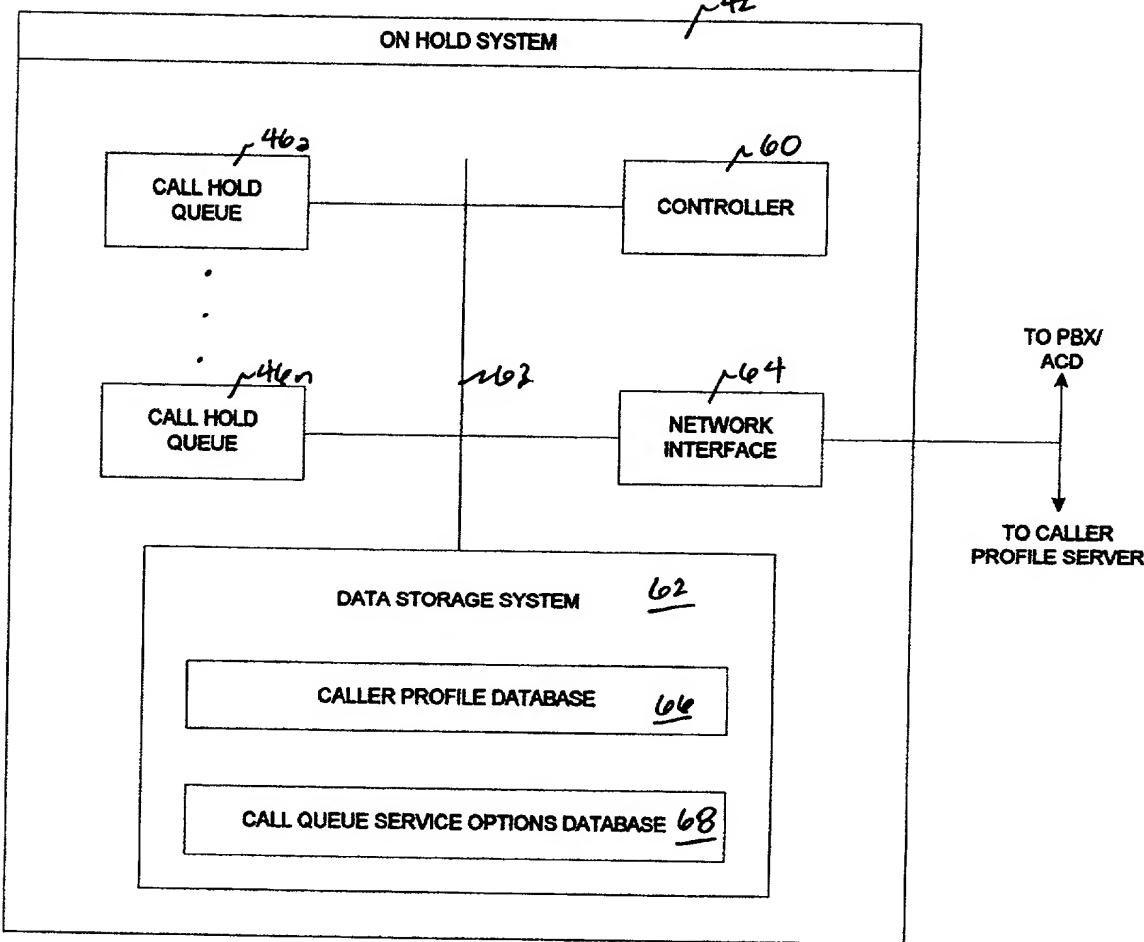


FIGURE 4

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CALLER PROFILE

VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

GAME PREFERENCE : GROUP, TRIVIA

AGE : 30

SEX : F

EDUCATION : COLLEGE

OCCUPATION : ADVERTISING

SPECIAL NEED: NONE

GEOGRAPHICAL REGION : 12

PRODUCTS:

COMPUTER A; APPLIANCE B; CABLE SERVICE C

MONTHLY WAIT HISTORY :

30 MINS CLASSICAL MUSIC, SONGS A-G

20 MINS HEADLINE NEWS, CNN

40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US

50 MINS SURVEY, POLITICAL VIEWS ON SPORTS

5 MINS LIGHT ROCK MUSIC

10 MINS SPORTS NEWS

CURRENT WAIT HISTORY

20 MINS QUEUE 1      -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

2 MINS QUEUE 3      CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 10 MINUTES

LONGEST TIME : 30 MINUTES

SHORTEST TIME : 2 MINUTES

ON HOLD POINTS = 20

VID - JON DOE 600-00-000

MUSIC PREFERENCE : JAZZ

NEWS PREFERENCE : ENTERTAINMENT NEWS

GAME PREFERENCE : CARD GAMES

AGE : 40

SEX : M

EDUCATION : GRADUATE

OCCUPATION : LEGAL

SPECIAL NEED : PARTIALLY DEAF

GEOGRAPHICAL REGION : 10

PRODUCTS:

BLOCKED BY CALLER

MONTHLY WAIT HISTORY :

10 MINS ENTERTAINMENT NEWS, ET

20 MINS JAZZ, SONGS A-C

40 MINS JAZZ, SONGS D-G

5 MINS JAZZ, SONG H

40 MINS 3RD PARTY CALL

10 MINS 3RD PARTY CALL

CURRENT WAIT HISTORY

10 MINS QUEUE 2      -> TRANSFER TO QUEUE 4 FOR ADDITIONAL QUESTION

5 MINS QUEUE 4      CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 5 MINUTES

LONGEST TIME : 20 MINUTES

SHORTEST TIME : 1 MINUTE

ON HOLD POINTS = 20

FIGURE 5

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| HOLD QUEUE INFORMATION - QUEUE #1 - HARDWARE ISSUES |          |           |                          |                |
|---|----------|-----------|--------------------------|----------------|
| CALLER  | POSITION | HOLD TIME | TIME WITH REPRESENTATIVE | REPRESENTATIVE |
| 512-33-000  | *        | 60 MINS   | 2 MIN                    | JOE DUCK       |
| 411-00-111  | *        | 50 MINS   | 20 MINS                  | JAME DUCK      |
| 311-00-111  | *        | 45 MINS   | 5 MINS                   | TOM DUCK       |
| 333-00-111  | *        | 44 MINS   | 1 MIN                    | JOHN DUCK      |
| 222-00-111  | 1        | 30 MINS   | 0 MINS                   |                |
| 222-00-222  | 2        | 29 MINS   | 0 MINS                   |                |
| 222-00-333  | 25       | 3 MINS    | 0 MINS                   |                |

VID 512-33-000  
TRANSFERRED TO QUEUE #2 BECAUSE QUEUE #1 WRONG QUEUE FOR QUESTION  
ON HOLD POINTS =30=.5(FOR WRONG QUEUE)\*60 MINS

✓74

| HOLD QUEUE INFORMATION - QUEUE #2 - SOFTWARE ISSUES |          |               |                          |                |
|---|----------|---------------|--------------------------|----------------|
| CALLER  | POSITION | CALL DURATION | TIME WITH REPRESENTATIVE | REPRESENTATIVE |
| 111-00-111  | *        | 40 MINS       | 5 MINS                   | BLUE DUCK      |
| 222-00-111  | *        | 35 MINS       | 4 MINS                   | RED DUCK       |
| 666-00-111  | 1        | 20 MINS       | *                        | *              |
| 777-00-111  | 2        | 18 MINS       | *                        | *              |
| 512-33-000  | 3        | 0 MINS        | *                        | *              |

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VID 512-33-000  
WITH POINTS APPLIED TO QUEUE #2

✓76

| HOLD QUEUE INFORMATION - QUEUE #2 - SOFTWARE ISSUES |          |               |                          |                |
|---|----------|---------------|--------------------------|----------------|
| CALLER  | POSITION | CALL DURATION | TIME WITH REPRESENTATIVE | REPRESENTATIVE |
| 111-00-111  | *        | 45 MINS       | 10 MINS                  | BLUE DUCK      |
| 222-00-111  | *        | 40 MINS       | 9 MINS                   | RED DUCK       |
| 512-33-000  | 1        | 5 MINS        | *                        | *              |
| 666-00-111  | 2        | 25 MINS       | *                        | *              |
| 777-00-111  | 3        | 23 MINS       | *                        | *              |

FIGURE 6

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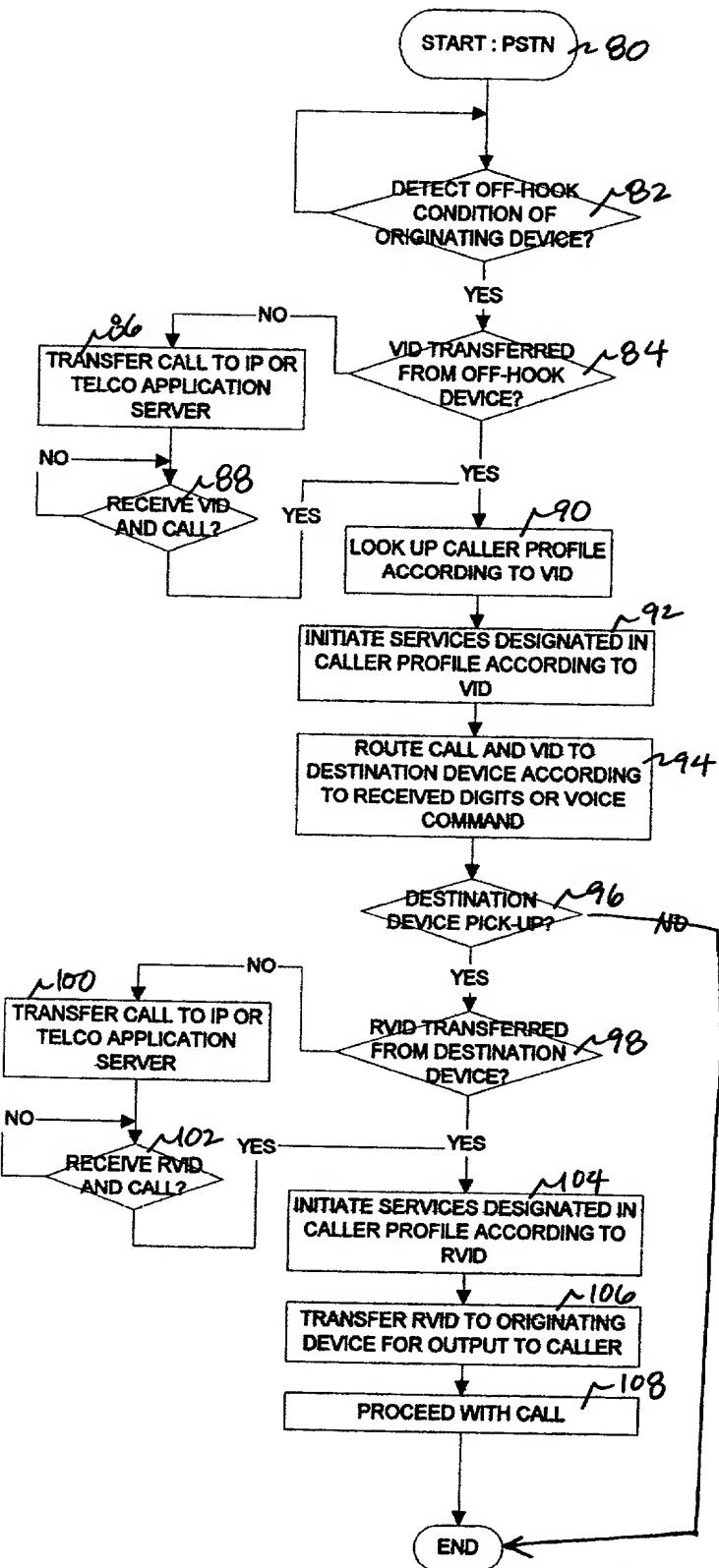


FIGURE 7

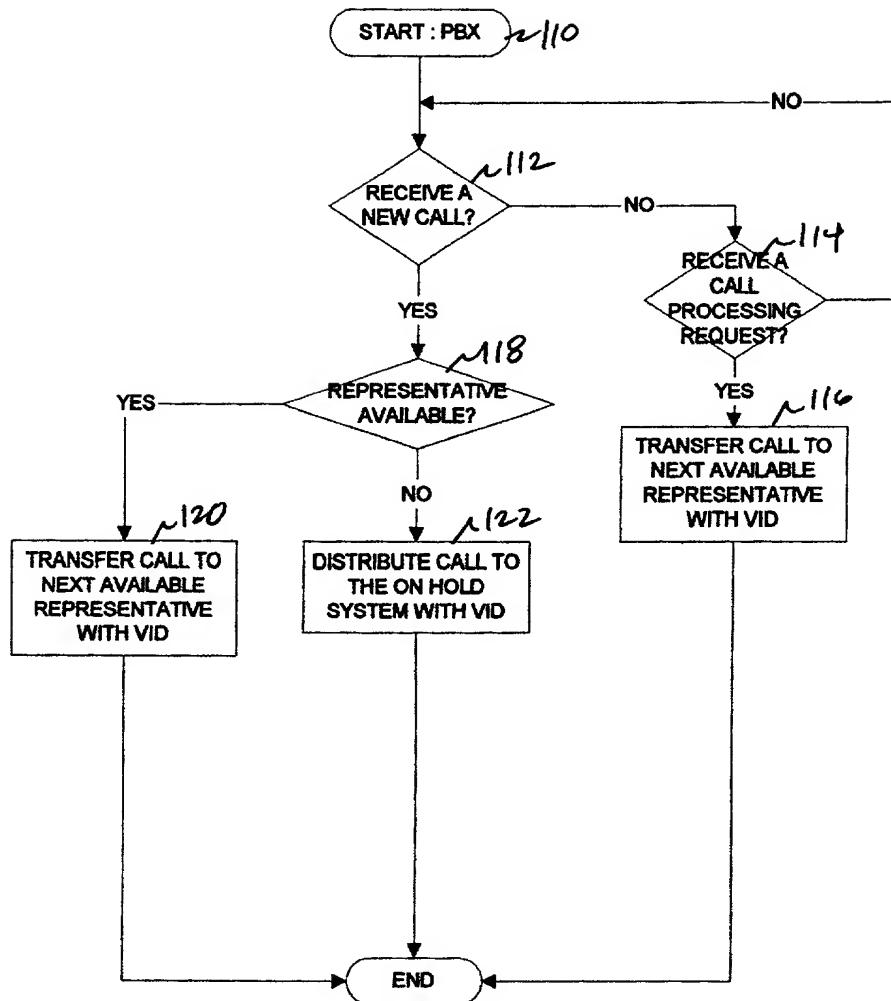


FIGURE 8

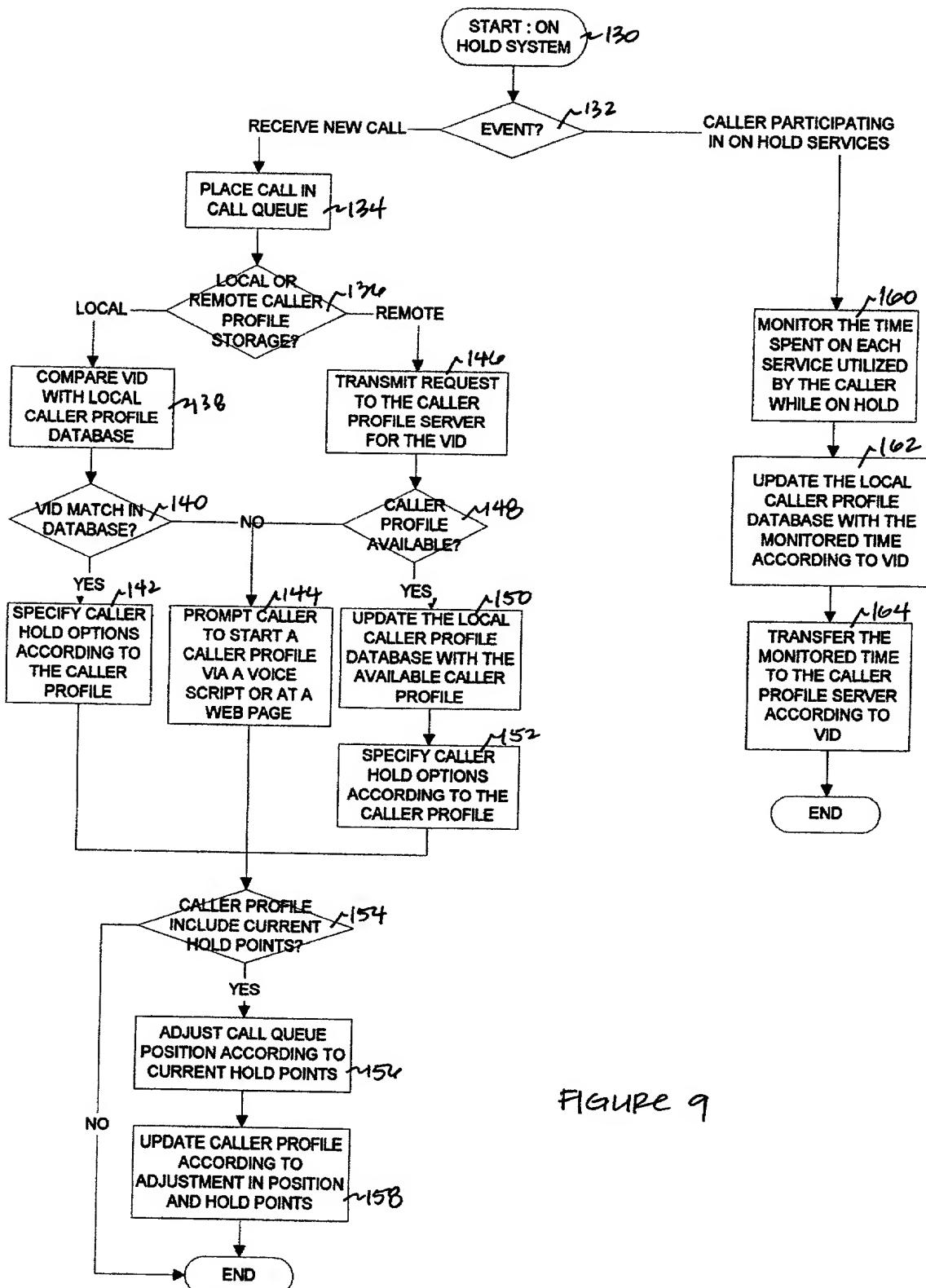


FIGURE 9

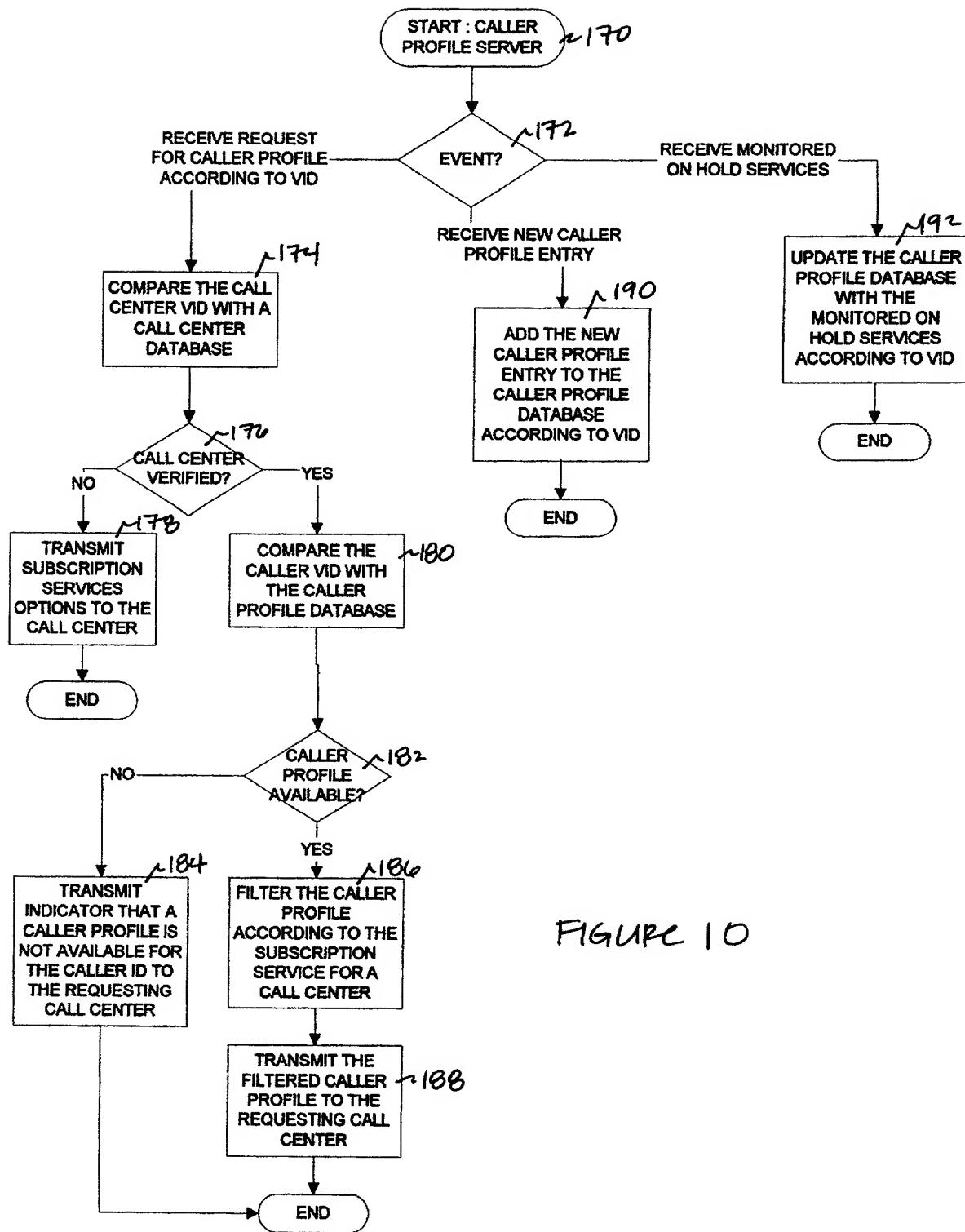


FIGURE 10